

GLENN A. McCALL

EXECUTIVE SUMMARY

- ❑ 23 years of management and financial services industry experience focused on strategic planning, revenue increase / cost reduction transformation, operational management, customer relationship analysis and process execution
- ❑ Three years of experience with First National Bank of Dallas – Grand Cayman Branch Operations as a management trainee in the Foreign Exchange Division leading the Management Information Systems Group (1982 – 1985)
- ❑ Four years of experience with Bright Banc of Dallas leading the commercial and residential real estate portfolio analysis and loan accounting departments (1985 – 1989)
- ❑ Five years of executive experience at Bank One Management and Consulting managing 42 financial real estate portfolio receiverships for Resolution Trust Corporation (1989 - 1994)
- ❑ Eleven years of executive experience at Bank of America leading product and channel strategy, marketing and sales planning, and product / process design and execution (1994 – 2005)
- ❑ Six Sigma Green Belt Certified (2004)

PROFESSIONAL EXPERIENCE

BANK OF AMERICA

Charlotte, NC

Customer Behavior Analysis Manager, Senior Vice President – CS&S

2001 – present

Currently lead 8-member Channel Analytics team in support of the bank's 14,000-associate telephone channel.

- Lead the development of the telephone channel's migration strategy of customers to self service alternatives
- Launched Six Sigma Green Belt activities that will generate \$22MM in shareholder value by migrating human contacts to Online Banking
- Increase channel usage net revenue by \$39MM over three years by implementing a channel pricing strategy
- Initiate and lead numerous strategic studies and multi-generational business cases designed to drive significant seven figure cost savings including channel pricing and customer retention strategies

Marketing Information Manager, Senior Vice President - Corporate Marketing

1998 - 2001

Led a consumer marketing information management team consisting of 26 members responsible for supporting marketing campaigns and process re-design activities to achieve greater return on assets deployed to acquire new customers.

- Design and prototyped business intelligence model to align key information management activities and customer requirements to the bank's strategic planning process
- Launched Online Banking product, capturing 365K active users
- Led Bank of America consumer marketing functions consolidations with Legacy Bank of America to create the new Bank of America

Customer Information Leader, Senior Vice President – Consumer Products

1996 - 1998

Led a consumer products marketing information team of 12 members responsible for supporting product design and marketing campaigns rollout, socializing the power of customer information in support of revenue generation and organic business growth.

- Business liaison between consumer product, corporate marketing and technology groups
- Lead planning strategy sessions, prioritization of initiatives and resource allocation processes
- Responsible for coordination of consumer product marketing activities through implementation

Strategic Technology Manager, Senior Vice President – Emerging Technologies

1994 - 1996

Led a 36 member team of business analysts responsible for the development and analysis of electronic delivery strategies and trends for the Consumer Banking Division, managing aspects of technology projects and serving as liaison between the end users and the technical and operational areas. Key activities performed included the following:

- Development of business, technical and customer strategies to integrate customer behavior modeling into marketing campaign designs
- Evaluation and selection of vendor technologies and vendor relationship management to create an industry best in class business intelligence infrastructure to grow revenue and deepen customers relationships
- Led marketing, customer and associates training programs to socialize new processes

BANK ONE MANAGEMENT AND CONSULTING

Dallas, TX

Senior Consultant – Financial Services Group

1989 - 1994

Developed solutions to complex business problems with a focus on revenue generating activities; led diverse client teams and managed top-level relationships with the Resolution Trust Corporation to manage, market and dispose of 42 receiverships real estate assets

- Key member of the business development team that secured several multi-million dollar engagement contacts with the Resolution Trust Corporation
- Supervised the preparation of financial reporting of the 42 receiverships for compliance with client regulations
- Led the efforts to develop standard procedures to document proceeds from the sale of foreclosed properties to ensure proper audit trails and reduce liability to the company

BRIGHT BANC

Dallas, TX

Real Estate Portfolio Analyst, Vice President – Commercial Lending Group

1985 - 1989

Managed Bright Banc Commercial Real Estate Portfolio consisting of 8 team members. The activities included:

- Analyzing financial condition of borrows and developing strategies to maximize recovery and proper classification of problem loans
- Assisted lending offices in a various portfolio analysis task to aid in credit decisions
- Led a cross-functional strategic planning team with participants from Chase finance, MIS, legal, operations and credit

FIRST NATIONAL BANK OF DALLAS

Dallas, TX

Management Development Program Associate, Officer – Grand Cayman International Branch

1982 - 1985

Selected for formal management development program in the Foreign Exchange Division

- Performed on-the-job training rotations on the foreign exchange trading desk, international loan accounting and analysis and management information systems for foreign currency trading
- Consulting projects included the introduction of a new global foreign exchange trading platform
- Managed the new foreign exchange MIS Department after the new international platform was installation

UNITED STATES AIR FORCE

- Active Duty: 1972 - 1982 (Honorable Discharge)
- Texas Air National Guard: 1984 – 1998
- Retired from the Texas Air National Guard with a combined 24 years of service

EDUCATION**Post Graduate MBA Work , Amber University**

Dallas, TX

Master of Business Administration in Management

1986

University of Maryland

College Park, MD

Bachelor of Science in Management Information Systems

1982

Six Sigma Green Belt Quality Training and Certification

Charlotte, NC

2004

Bank of America Executive Leadership Development Training

Dallas, TX

2000

SpeakEasy Executive Public Speaking Training Phases I & II

Atlanta, GA

1998 & 1997

Acquisition and Merger Leadership Development Training

Charlotte, NC

1996